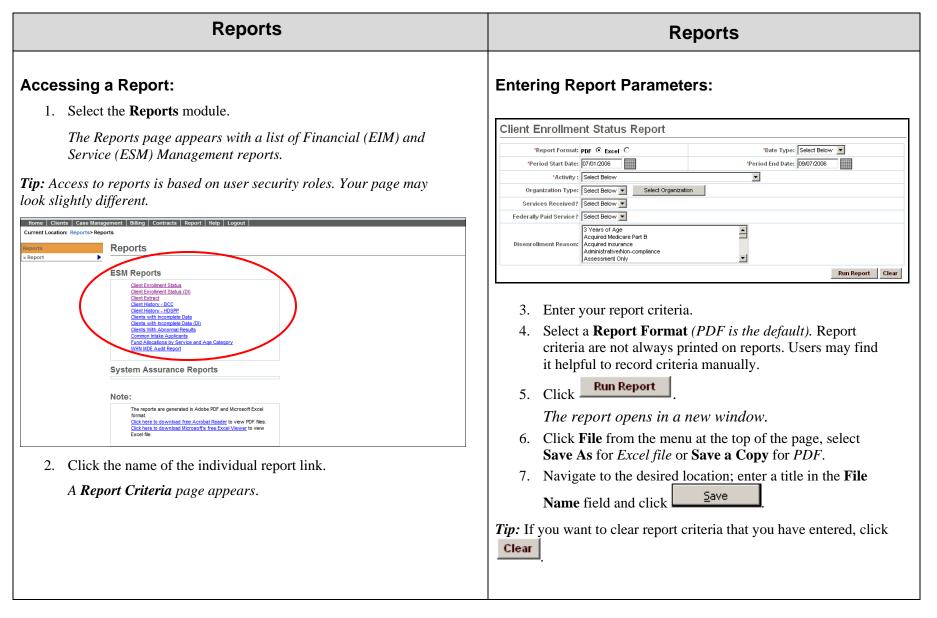


Virtual Gateway





Trouble-Shooting	
Problem	Possible solutions
Why am I not getting the results I expected?	 Double-check that criteria filters are correct Consider user security
Why doesn't this match my legacy reports?	Double-check that criteria filters are correct
Why does my computer stall when I try to run certain reports?	 Check your report parameters (dates, contract numbers etc). It may be the parameters you specified returned no results. Sometimes, when the system is trying to return an 'empty' report, it stalls. This does not happen every time when there are no results returned. If the system is unresponsive after five minutes, close any unresponsive windows. Reports do not run directly off the EIM/ESM service. They run from a separate database that is regularly refreshed with EIM/ESM information. The time delay for this replication is about 20 minutes, so if you just entered information into EIM/ESM, you would not be able to report on it until about 20 minutes later.
When I alert customer service about reports not running or taking too long to run, what information should I provide?	 Make a note of the report name and the date and time you attempted to run it. Provide the input parameters you used (contract number, vendor name, etc.) and how long you waited before the report timed out or you halted your efforts. If an error message appears on the screen, make a note of that as well.

Virtual Gateway Customer Service 1-800-421-0938